

**SERIAL 03260 RFP MAXIMO/DOLPHIN PROGRAM UPGRADES [NIGP 92040]**

**DATE OF LAST REVISION: April 24, 2006 CONTRACT END DATE: May 31, 2007**

**CONTRACT PERIOD THROUGH MAY 31, 2007**

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **MAXIMO/DOLPHIN PROGRAM UPGRADES [NIGP 92040]**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **MAY 19, 2004.**

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

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Wes Baysinger, Director  
Materials Management

LC/mm  
Attach

Copy to: Clerk of the Board  
Steve Varscsak, Facilities Management  
David Dusick, Facilities Management  
James Foley, Facilities Management  
Bill White, Facilities Management  
Mirheta Muslic, Materials Management



## CONTRACT PURSUANT TO RFP FOR MAXIMO/DOLPHIN UPGRADES

**SERIAL 03260-RFP**

This Contract is entered into this 20th day of May, 2004 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and **TOTAL RESOURCE MANAGEMENT, INC. (TRM)**, a State of Virginia corporation ("Contractor") for the purchase of information technology services to be performed at the Maricopa County Facilities Management Department, Phoenix, Arizona.

### 1.0 TERM

- 1.1 This Contract is for a term of **three (3)** years, beginning on the 1st day of June, 2004 and ending the 31st day of May, 2007.
- 1.2 The County may, at its option and with the agreement of the Contractor, extend the period of this Contract for additional one (1) year terms up to a maximum of three (3) additional terms. The County shall notify the Contractor in writing of its intent to extend the Contract period at least thirty (30) calendar days prior to the expiration of the original contract period, or any additional term thereafter.

### 2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, payment will be made on delivery and acceptance of each of the specified deliverables.
- 2.2 Payment under this Contract shall be made in the manner provided by law. Invoices shall be prepared and submitted in accordance with the instructions provided on the purchase order. Each invoice shall include validated hourly rate by category as set forth in, attached hereto, and incorporated herein as EXHIBIT "A". In addition to the charges for consulting services the invoices shall contain the following information: purchase order number, description of services, listed deliverables, approved travel expenses (with copies of receipts), and other expenses.

### 3.0 DUTIES

- 3.1 The Contractor shall perform all duties stated in the Agreed Scope of Work, attached hereto and incorporated herein as Exhibit "B."
- 3.2 To clarify any confusion that may have occurred in the original scope of work regarding work performed on the Dolphin barcode tasks, attached hereto and incorporated herein as Exhibit "C", provides clarification for such. The Barcode Application Flowchart depicts the current Dolphin barcode flowchart and the desired changes.
- 3.3 Contractor, after award of contract, must provide Maricopa County with a project schedule as to when deliverables shall be completed.
- 3.4 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

#### 4.0 TERMS & CONDITIONS

##### 4.1 INDEMNIFICATION AND INSURANCE:

###### 4.1.1 INDEMNIFICATION

###### 4.1.2 Indemnification.

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless the County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees and costs, relating to this Contract.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of **COUNTY**.

###### 4.1.3 Insurance Requirements.

**CONTRACTOR**, at **CONTRACTOR'S** own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

**CONTRACTOR'S** insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage, which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

**COUNTY** reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

- 4.1.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision, which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

- 4.1.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

- 4.1.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

**CONTRACTOR** waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

4.1.4 Certificates of Insurance.

4.1.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

4.1.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.2 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize the MasterCard Procurement Card, or other procurement card that may be used by the County from time to time, to place and make payment for orders under the Contract.

4.3 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County  
Department of Materials Management  
Attn: Director of Purchasing  
320 West Lincoln Street  
Phoenix, Arizona

For Contractor:

Total Resource Management, Inc.  
Attn: Garner Bennett, VP & COO  
510 King St., Suite 300  
Alexandria, VA 22314-3132

4.4 REQUIREMENTS CONTRACT:

Contractor signifies its understanding and agreement by signing this document, that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made. Orders will only be placed when County identifies a need and issues a purchase order.

Contractor shall take no action under this Contract unless specifically requested by County, which shall submit a written purchase order to Contractor requesting that work be performed or product be delivered.

County reserves the right to cancel purchase orders within a reasonable period of time after issuance. Should a purchase order be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor pursuant to the purchase order. The County will not reimburse the Contractor for any costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order.

**4.5 ESCALATION:**

Any requests for reasonable price adjustments must be submitted thirty (30) days prior to the Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the Producer Price Index or by performing a market survey.

**4.6 TERMINATION:**

County may unconditionally terminate this Contract for convenience by providing thirty (30) calendar days advance notice to the Contractor.

County may terminate this Contract if Contractor fails to pay any charge when due or fails to perform or observe any other material term or condition of the Contract, and such failure continues for more than ten (10) days after receipt of written notice of such failure from County, or if Contractor becomes insolvent or generally fails to pay its debts as they mature.

**4.7 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:**

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S. § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

**4.8 OFFSET FOR DAMAGES;**

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

**4.9 ADDITIONS/DELETIONS OF SERVICE:**

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

**4.10 SUBCONTRACTING:**

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

**4.11 AMENDMENTS:**

All amendments to this Contract must be in writing and signed by both parties.

**4.12 RETENTION OF RECORDS:**

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

**4.13 AUDIT DISALLOWANCES:**

If at anytime County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

**4.14 VALIDITY:**

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of this Contract.

**4.15 RIGHTS IN DATA:**

The County shall have the use of data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

**4.16 INTEGRATION**

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, expressed or implied.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

**CONTRACTOR**

AUTHORIZED SIGNATURE

Ray Brisbane, President  
PRINTED NAME AND TITLE

510 King Street, Suite 300, Alexandria, Virginia 22314-3132  
ADDRESS

DATE \_\_\_\_\_

## MARICOPA COUNTY

BY: \_\_\_\_\_  
CHAIRMAN, BOARD OF SUPERVISORS

DATE \_\_\_\_\_

ATTESTED:

CLERK OF THE BOARD

DATE \_\_\_\_\_

APPROVED AS TO FORM:

MARICOPA COUNTY ATTORNEY

DATE \_\_\_\_\_



## EXHIBIT A – PRICING

SERIAL: **BS03260-RFP**

PRICING SHEET: **S076707 / B0604208 / NIGP 92040**

BIDDER NAME: TOTAL RESOURCE MANAGEMENT, INC.  
 F.I.D./VENDOR #: 54-1671836  
 BIDDER ADDRESS: 510 King Street, Suite 300, Alexandria, VA 22314-3132  
 P.O. ADDRESS: \_\_\_\_\_  
 BIDDER PHONE #: 703-548-4285  
 BIDDER FAX #: 703-548-6211  
 COMPANY WEB SITE: [www.trmnet.com](http://www.trmnet.com)  
 COMPANY CONTACT (REP): Guy E. Griffin, P.E.  
 E-MAIL ADDRESS (REP): [guy.griffin@trmnet.com](mailto:guy.griffin@trmnet.com)

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: **YES**

ACCEPT PROCUREMENT CARD: **YES**

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: **NO** 0% REBATE  
 (Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: **YES** 0% DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: **YES**

PAYMENT TERMS: BIDDER IS REQUIRED TO PICK ONE OF THE FOLLOWING.  
 TERMS WILL BE CONSIDERED IN DETERMINING LOW BID.  
 FAILURE TO CHOOSE A TERM WILL RESULT IN A DEFAULT TO NET 30.  
 BIDDER MUST INITIAL THE SELECTION BELOW.

NET 10	_____
NET 15	_____
NET 20	_____
NET 30	_____
NET 45	_____
NET 60	_____
NET 90	_____
2% 10 NET 30	<b>YES</b> g2 _____
1% 10 NET 30	_____
2% 30 NET 31	_____
5% 30 NET 31	_____

**TOTAL RESOURCE MANAGEMENT INC, 510 KING STREET SUITE #300, ALEXANDRIA, VA 22314**

1.0 PRICING:

No. of Hours Proposed	Hourly Rate	Extended Amount
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**MAXIMO/DOLPHIN UPGRADES:**

1.1 Requirements Analysis:	138	\$113.00	\$15,594.00
1.2 Software Development and Testing:	489	\$132.00	\$64,548.00
1.3 Client Installation:	51	\$89.00	\$4,539.00
1.4 Maximo Configuration Charges:	92	\$89.00	\$8,188.00
1.5 Custom Documentation:	69	\$89.00	\$6,141.00
1.6 Training:	28	\$89.00	\$2,492.00

Travel--

Note: All travel is to be in accordance with the Maricopa County Travel Policy, and must be pre-approved by the Maricopa County project manager in writing.

1.7 Travel Capped At:	5.00% % of project net	\$9,463.40
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**USER TRAINING:**

1.8 Requirements Analysis (follow-up):	46	\$113.00	\$5,198.00
1.9 Software Development and Testing:	0	\$132.00	\$0.00
1.10 Client Installation:	0	\$89.00	\$0.00
1.11 Maximo Configuration Charges:	0	\$89.00	\$0.00
1.12 Custom Documentation:	69	\$89.00	\$6,141.00
1.13 Training (classroom and go-live):	115	\$89.00	\$10,235.00

**TOTAL RESOURCE MANAGEMENT INC, 510 KING STREET SUITE #300, ALEXANDRIA, VA 22314**

**REWRITE EXISTING SQR REPORTS INTO ACTUATE:**

1.14 Requirements Analysis:	23	\$113.00	\$2,599.00
1.15 Software Development and Testing:	0	\$132.00	\$0.00
1.16 Client Installation:	0	\$89.00	\$0.00
1.17 Maximo Configuration Charges:	115	\$89.00	\$10,235.00
1.18 Custom Documentation:	0	\$89.00	\$0.00
1.19 Training:	0	\$89.00	\$0.00

**REVIEW AND UPDATE WORK MANAGER/DISPATCHING APPLICATION:**

	No. of Hours Proposed	Hourly Rate	Extended Amount
1.20 Requirements Analysis:	69	\$113.00	\$7,797.00
1.21 Software Development and Testing:	138	\$132.00	\$18,216.00
1.22 Client Installation:	18	\$89.00	\$1,602.00
1.23 Maximo Configuration Charges:	23	\$89.00	\$2,047.00
1.24 Custom Documentation:	46	\$89.00	\$4,094.00
1.25 Training:	18	\$89.00	\$1,602.00

**ADDITIONAL SOFTWARE:**

Provide type of software offered and associated costs as explained in Section 2.2

1.26 TRM ScreenBuilder (TRM-000007)	(Single Named User License)	Qty 2	\$15,000.00
1.27 TRM ScreenBuilder Maintenance	(Annual Maintenance)	Qty 2	\$3,000.00

**TOTAL PROJECT:**

1.28 TOTAL LABOR, ESTIMATED TRAVEL, AND SOFTWARE:	<b>\$198,731.40</b> /project
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**MAXIMO SUPPORT**

1.29 Custom Actuate Report Development	81	\$115.00	\$9,315.00
1.30 Equipment Warranty Fields Constumization	84	\$115.00	\$920.00

1.31 <b><u>REVISED PROJECT TOTAL</u></b>	<b>\$208,966.40</b> /project
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**TOTAL RESOURCE MANAGEMENT INC, 510 KING STREET SUITE #300, ALEXANDRIA, VA 22314**

- 1.32 Hourly Rate for services not specifically identified in the scope of work: \$115.00 /per hr.

**MAXIMO APPLICATION TRAINING**

1.33	Provide FMD Maintenance Supervisor Specialized Re-Training Support	15	\$115.00	\$1,725.00
1.34	Provide FMD Maintenance Supervisor Specialized Re-Training Support to FMD Manager	15	\$115.00	\$1,725.00
1.35	Provide Consulting and Initial Training to FMD Warranty Manage Personnel	10	\$115.00	\$1,150.00
1.36	Provide Initial RulesManager Development Training & Support to FMD IT personnel	24	\$115.00	\$2,760.00
	Travel			\$3,645.60
1.37	(This estimate is for travel incurred for Maximo Application Training & Consulting)			

**REPORT WRITING**

1.38	Monthly Trade Hours by Labor Code Report	10	\$115.00	\$1,150.00
1.39	Monthly Trade Hours by Task Report	10	\$115.00	\$1,150.00
1.40	FMD Services by Work Type and MFR Codes Report	10	\$115.00	\$1,150.00
1.41	Internal Labor Distribution	55	\$115.00	\$6,325.00
1.42	Annualized Maintenance Cost Per FGSP	55	\$115.00	\$6,325.00

**DEVELOP CUSTOMIZED HAND-HELD PROGRAMS AND PROCESSOR ADJUSTMENTS**

1.43	Provide Requirements Analysis & Develop Functional Specific New Symbol Hand-Held Internal and Maximo Processor Programs	52	\$115.00	\$5,980.00
1.44	Design Hand-Held Internal Program	66	\$115.00	\$7,590.00
1.45	Design MAXIMO Interface Processor Program	66	\$115.00	\$7,590.00
1.46	Develop Program Code for Hand-Held Internal Program	200	\$115.00	\$23,000.00
1.47	Develop Program Code for MAXIMO Interface Processor Program	300	\$115.00	\$34,500.00
1.48	Install Test Pilot for Both Programs (On-Site)	60	\$115.00	\$6,900.00
1.49	Provide Testing & Configuration from Pilot for Production Version for Both Programs (On-Site)	60	\$115.00	\$6,900.00
1.50	Develop Final Changes from Pilot for Production Version for Both Programs	200	\$115.00	\$23,000.00
1.51	Install and Configure Production Version of Both Programs (On-Site)	60	\$115.00	\$6,900.00
1.52	Provide Support for Production Version of Both Programs (On-Site)	60	\$115.00	\$6,900.00

**TOTAL RESOURCE MANAGEMENT INC, 510 KING STREET SUITE #300, ALEXANDRIA, VA 22314**

1.53 Travel*			<b>\$14,871.06</b>
*This estimate is for travel incurred for MAXIMO Application Training & Consulting Task			

**CONSTRUCTIONMANAGER MODULE AND REPORT CONSULTING**

1.54 Provide TRM ConstructionMnager Training and consulting Support	90	\$115.00	\$10,350.00
1.55 Provide TRM ConstructionManager Customization and Reporting Technical Support	90	\$115.00	\$10,350.00
1.56 Travel*			<b>\$4,957.02</b>

\*This estimate is for travel incurred for ConstuctionManager Module and Report Consulting Task

~~\$365,332.00~~

**REVISED PROJECT TOTAL**

**\$402,840.08**

/Project

1.57 Provide updated GL Account Structure in MAXIMO Tables	120	\$115.00	\$13,800.00
1.58 Create extra GL Account Strings for CM Tables	218	\$115.00	\$25,070.00
1.59 Update RulesMnager, Screen and System-Level Changes for CFD	300	\$115.00	\$34,500.00
1.60 Update Actuate Reports for CFD ConstructionManager Program	21	\$115.00	\$2,415.00
1.61 Provide Production Installation Support	90	\$115.00	\$10,350.00
1.62 Go-Live Training & Support	80	\$115.00	\$9,200.00
1.63 Provide status reporting and maintaining the project schedule and resources for the ConstructionMnager Implementation	30	\$115.00	\$3,450.00
1.64 Travel*			<b>\$4,868.00</b>

\*This is additional funding for travel incurred for ConsutructionMnager Module and Report Consulting Task

**REVISED PROJECT TOTAL**

**\$506,493.08/project**

## EXHIBIT B - SCOPE OF WORK

In accordance with the work plan described in TRM's proposal for the services specified in this contract, TRM will perform the work required to accomplish the following Objectives for Maricopa County's Facilities Management Department (FMD).

### 1.0 Overview

Upgrade the existing Maricopa County Facilities Management Department ("FMD") MAXIMO application from v4.1.1 to v5.2, to modify the Dolphin upload program, to modify MAXIMO reports, and to modify the work management-dispatching screen.

### 2.0 Task Descriptions

The following tasks will be accomplished as part of this project. Project review meetings will be held with County management weekly. TRM will generate monthly project reports, support for client interactions and coordination. Project management and control of cost and schedule will be shared by County Management and TRM.

When necessary, TRM shall be required to work cooperatively with the firm, FM Solutions. (FM Solutions is currently providing consulting services for operational and process changes within the Facilities Management Department.)

#### 2.1 MAXIMO Upgrade:

Provide technical services to migrate the Maricopa County Information Technology Service Department's MAXIMO application from v4.1.1 to v5.2, satisfying the County goals. Updated MAXIMO 5.2 JSP applications, custom applications, and reports for use converting to production system. Once upgrade and migration issues on the development system have been resolved and fixes identified, the MAXIMO system is tested for proper operation.

Upgrade and migration of the production system shall be completed over a weekend to minimize production downtime. In order to ensure a successful upgrade in such a short amount of time, a test migration will first occur. Since upgraded screens and reports were generated during the test upgrade, the first production upgrade is limited to the database and final testing of connectivity of client workstations. Documentation and automation of fixes during the test upgrade will further expedite the process. The actual upgrade will occur over a single day. System testing will occur throughout the weekend to enable users to utilize the system on the following Monday morning.

Once the test migration has been completed, the production migration can be scheduled and executed. Since the v5.2 applications look different and have new functionality from the current MAXIMO, it is important that there are experts available to assist County users with any questions.

TRM shall have an on-site person during both the test migration and the production migration. This person will have extensive MAXIMO knowledge. With this information, this expert will be able to trouble shoot upgrade issues, document upgrade procedures, update new screens and test the MAXIMO application to ensure performance as expected. TRM shall provide administrator training for two County personnel.

**2.2 Rewrite Existing SQR Reports into Actuate:**

MAXIMO 5.2 utilizes a new report engine called Actuate. In order for reports to be run through MAXIMO, they need to be rewritten with the Actuate Report Designer. The County will select Ten (10) existing SQR reports to be rewritten into Actuate.

**2.3 Review and Update Work Manager/Dispatching Application:**

TRM shall modify the Work Manager/Dispatching application. TRM shall make all required modifications to the application.

**2.4 Dolphin Scanner and Interface Software Modifications:**

The existing Dolphin-to-MAXIMO interface will require modification for data to properly load into the new MAXIMO 5.2 table structure. TRM shall modify, test, and implement the interface barcode program and barcode application. TRM shall have Mr. Jagadisan Shivakumar assigned as the primary software developer for the Dolphin barcode programming. Certain tasks may be assigned to others within Mr. Shivakumar's R&D group; Mr. Shivakumar will do the majority of this effort. Mr. Shivakumar shall have quality assurance reviews on work done by others within his R&D group.

Using the County's Barcode Flow as the baseline, the following modification will be made--

- 1) Delete the ability to go directly from indirect labor to indirect labor without going through the F1/F4 screen (See the current barcode reader flow chart at the end of this write-up). Delete step 8. Result: press F1 in step 6 to end indirect labor and go to step 9 directly.
- 2) Add screen 25A where the tradesperson has the opportunity to scan the barcode label at the equipment level. This barcode information will be captured in the download file and used in the upload into Maximo to update the equipment number field on the work order, labtrans, eqhistory, eqstatus, matretrans, and matusetrans tables when appropriate. The other option would be no change (or label to scan).
- 3) Change the flow from travel - diagnostics - work to travel - work. Remove the diagnostics step. We want to keep screens 24 and 25 and the options. Add 4=TRAVEL to screen 26 to represent additional travel during work. This does not delete screen 26 but the new screen 26 should be similar to 26.
- 4) Fix the standby clock. FMD days are exceeding 24 hours because of the way the standby is currently timed. For example, at 4:30 PM the tradesperson dumps his barcode reader and gets into standby mode (see steps 46 - 49). He ends his standby at 7:00 AM the following morning. At 12:00:01 AM, standby needs to begin clocking on the new date. Seven and one half hours of standby time is charged to the first day and seven hours charge to the second day.
- 5) Another standby issue: When standby is stopped for a callout, a 2 hour minimum needs to be charged to the work order no matter if travel start to work finish and re-entering standby is under two hours.
- 6) Parts quantity needs to have a capability of accepting numbers greater than 99 (See steps 41 and 42 of Exhibit "C").

**2.5 Additional Software:**

TRM shall supply and install two (2) TRM ScreenBuilder software packages within FMD. ScreenBuilder is a browser-based screen editor that allows for modification of MAXIMO 5 application screens without the need for JSP programming. The application allows for drag and drop screen editing, similar to capabilities provided in MAXIMO 4 with Centura Object Nationalizer. TRM shall train FMD staff on ScreenBuilder.

## 2.6 User Training:

After the test of on-site migration, TRM shall provide one calendar week of user training in a classroom environment. This training will include a general overview course and a running reports course. TRM shall also provide subject matter specific classes such as Purchasing, Inventory, PM, and Work Order Management. After final production migration, TRM shall provide over-the-shoulder user support during the first week that the new system is in production. This proposal includes a four-day follow-up visit to Maricopa County approximately one month after go-live to address any remaining issues.

## 2.7 Project Support:

During the course of the project, TRM shall provide support to FMD staff for problems, programming, training, or other matters relative to the scope of work. For problems that cannot be resolved within a reasonable period of time (to be determined by County Management) by either telephone or by the current on-site staff, TRM will dispatch additional senior personnel within two (2) business days after notification of the problem.

## 2.8 Custom Actuate Report Development

TRM will develop and install custom reports using the new Actuate Reporting Suite that will be built using the business process logic based on requirement analysis provided by FM Solutions (Attachments E through K), and in combination with feedback from Maricopa County FMD's PMP & MFR Programs (Performance Management Plan and Measuring Results). The reports will be classified within the following four reporting categories that FMD has identified for TRM to produce a total of ten (10) individual custom reports that will be developed in addition to the previously agreed to ten existing SQR reports:

### **Inventory Reports:** *Parts Supply or Warehouse Metrics*

These three (3) reports will enable FMD management to track inventory issues usage closer to meet department efficiency goals.

FMD will be responsible for the proper data monitoring of the data entry. TRM will provide basic training on the relationship between proper data entry within MAXIMO and the report output.

Additional requirements analysis of these inventory-specific reports will need to be done to further define the fields required and data elements needed for the report output since these were not included with a FM solutions spreadsheet specification package.

### **Inventory Report Requirement Number One- Inventory Report Turns > 3**

This report will provide performance measurements for tracking of three (3) inventory turns per County fiscal year. This will be traced by determining the amount of times an inventory item has reached a inventory count of less than one, and was replenished with new stock a total of three times with detailed information on the work order or issue and transfer method used to order the inventory item. This report will also track items that have resided in the inventory system, but have not been issued for use more than three times per fiscal year.

### **Inventory Report Requirement Number Two, Contract Order Delivery**

This report will provide performance measures for the delivery and receiving of service contract orders for inventory parts/items or contract services within MAXIMO that are within the three (3) day target of receipt. It will also show orders that do not meet the target time frame of three days. This report will allow the FMD's technical specialists to determine the outstanding delivery of services of material or service contract by querying within the Inventory, Purchase Order, or Service Contract applications by Vendor, Purchase Order Number or Item Part number.



**Inventory Report Requirement Number Three, Shrinkage of Inventory Per Fiscal Year**

This report will track and report on the inventory issue of “shrinkage”, which will be based on the data presented and properly tracked by the FMD inventory warehouse personnel via physical account adjustment of items between storeroom locations or warehouse or the internal bin/lot of the inventory items reduced or increased due to the disparity between the physical and last adjustment count.

**Productivity Reports:** Internal Work Force Metrics

**Report Requirement Number One –Labor Distribution Report**

This report tracks and calculates craft and individual labor code work hours applied towards work orders, specified by work type, and also it breaks out any indirect time/hours (holiday, time-off, etc.) for the craftsmen.

A second summary section will need to include the reported by, craft code, and the location fields that indicated the cumulative hours support totals for each category.

This report will need to have prompts that allow the user to conduct a search within a date range of the report date of the work orders, or by the labor code supervisor or Agency code and description.

**Status Reports:** Work Order Metrics

**Report Requirement Number One –Work Order Status Report**

This report will track the work order record schedule status information in the various stages of work (Pending Assignment, Waiting Approval). The report will need to show the number of days in the “queue” that the work order has been waiting assignment of work, with grouping by the Supervisor, Craft/Trade Code, and individual labor person.

This report will need to have prompts that allow the user to search within a date range, by a specific supervisor or craft code, and by Agency.

**Report Requirement Number Two –Work Order Schedule Status Report**

This report will track the work order record schedule status information that will display the work order equipment, location and assignment and work in-progress identifiers such as report date and target dates for completion, as well as actual completion date of work order and number of hours worked. (Pending Assignment, Waiting Approval).

The report will need to show the numbers of days in the “queue”, grouped together by the Supervisor, Craft/Trade Code, and individual labor person.

This report will need to have prompts that allow the user to search within a date range, by a specific supervisor or craft code, and by Agency.

***Report Requirement Number Three –Monthly Trade Hours by Labor Code Report***

This report will detail individual laborer hours classified by both regular and other hours (i.e. overtime). The report will need to have grouping by supervisor code with subtotals by supervisor, and a grand total summary page for all supervisors. The report should have user prompts for date ranges of the labor transactions and for specific supervisor codes.

See attached example (Exhibit 1) provided by FMD IT personnel as the graphical representation of the report in the previous Crystal Report format.

***Report Requirement Number Four –Monthly Trade Hours by Task Report***

This report will also detail individual laborer hours classified by both regular and other hours (i.e. overtime). The report will need to have grouping by supervisor code, and show individual grouping by transaction type. The report should contain a grand total summary page for all supervisors. The report should have user prompts for date ranges of the labor transactions and for specific supervisor codes.

See attached example (Exhibit 2) provided by FMD IT personnel as the graphical representation of the report in the previous Crystal Report format.

***Report Requirement Number Five – FMD Services by Work type and MFR (Managing for Results) Codes Report***

This report will also detail individual work orders with the total costs associated broken out by actual material and labor costs. The report should have groupings by work order work type, status (i.e. in progress), and the FMD MFR code. The report should contain both subtotals by MFR code and status type, with a summary page indicating the grand total for both the MFR and work order status type codes. The report should have user prompts available for specific work types and date ranges of the work order report date.

See attached example (Exhibit 3) provided by FMD IT personnel as the graphical representation of the report in the previous Crystal Report format.

**Performance Reports: *Equipment or Asset Performance***

**Report Requirement Number One ~~Three~~ – Monthly Trade Hours by Labor Code Report**

This report will track the costs associated with labor and vendor costs against a piece of equipment. The detailed section of the report will need to have an ability to be grouped by FMD facility/building or location and provide a breakdown of direct and indirect costs with work order work types percentages.

This report will also need to have separate section or report that summarize the individual equipment numbers by location and calculates totals by the work order work type code, broken down by percentage for each work type.

This report will need to have prompts that allow the user to search within a date range, location, \or by Agency and Agency description.

**Key Performance Indicator Reports: (Graphical KPI Reports)**

***Report Requirement Number One – Internal Labor Distribution***

This graphical cost summary report will appear as a stacked bar chart style report, and provide a breakdown of labor distribution by work types and Regions Supervisor Crews for FMD. The report should show percentages broken down by work type for each Region. This report will need to have prompts that allow the user to search within a date range.

The ability to link and drill-down from this report should be available from this report to either the desired labor detail report or work order list report that FMD requests.

See attached example (Exhibit 4) provided by FM Solutions as the graphical representation of the FMD reviewed version of the report.

***Report Requirement Number Two – Annualized Maintenance Cost Per FGsf***

The graphical cost summary report will appear as a line graph chart , and provide analysis of the FMD Regions/Supervisors for FMD crews costs of total labor and material against the buildings square footage and provide a dollar amount factored against the O&M department average broken out by region supervisor.

The ability to link and drill-down from this report should be available from this report to either the desired other labor detail report or work order list for that individual region report that FMD requests.

See attached example (Exhibit 5) provided by FM Solutions as the graphical representation of the FMD reviewed version of the report.

## 2.9 *Equipment Warranty Fields Customization*

The Maricopa FMD wishes to expand the Equipment Warranty functionality and add four (4) fields within the location screens to tracking of additional Builder information.

No data migration or custom reports efforts will be done by TRM at this time.

This process will incorporate the internal FMD procedure to be included with the normal equipment application training when production version of MAXIMO 5.2 is rolled out.

## 2.10 *Develop Customized Hand-Held Programs and Processor Adjustments*

TRM will develop and install customized software that will be replace their current Dolphin Program and MAXIMO Processing Interface based on the following high-level requirements:

1. New Programs will be developed with Microsoft .NET technology program code and design methodology
2. New Programs will be compatible with the Symbol Hand-Held Hardware Devices with Windows CE Version that FMD allocates
3. New Programs will meet same functional specifications that will meet all existing Dolphin Program and Processing Interface to MAXIMO requirements
4. This proposal includes reusable software components that TRM has the right to use, and the right to use in support of subsequent development efforts. Software code developed for the client by TRM, including code that is a derivative of our reusable software components, will become the non-exclusive property of the client to do with as it wishes. Maricopa FMD will not be responsible for any recurring maintenance licensing fees for the software that TRM develops. It is acknowledged that all rights by both TRM and the client are limited by any superseding software license agreements in place with other organizations.
5. The programs that are developed will be developed in two phases based on the functionality desired by Maricopa FMD. This task addresses Phase 1, which provides “baseline” functionality that matches current hand-held programs capability. Phase 1 will include:
  - A. Deliver the functionality that presently exists in the hand-held devices – the precise functionality should be identified in the Analysis phase, some basic screens look and navigation should be agreed at the same time. This task will take a major part of the development and testing efforts. The program should cover the following:
    - i. Direct and indirect labor – traveling, break, meal, assistance, diagnostics, personal indirect etc.
    - ii. Equipment, buildings
    - iii. Parts – storage location, quantity
    - iv. Data transfer to MAXIMO – labor hours, breaks
    - v. Dictionary updates from MAXIMO – parts, equipment codes update

- vi. Ability to scan user, equipment, parts, labor codes
  - B. Re-development/adjustments in the existing processor – the new devices will store the information in a database (either Access or SQL Server) instead of ASCII files which will require changes in the processor or appending a new pre-processor module that will convert the data to the old format
  - C. Phase 1 will not address:
    - i. Ability to generate work orders, change status, and input time spent on labor hours and other indirect times
    - ii. Review, input and transfer inventory equipment history, as well as scan equipment
    - iii. Ability to interface to MAXIMO via batch or single hand-held cradle method to update MAXIMO inventory and work order labor and materials related tables.

Ability for wireless technology transmission of data from new hand-helds.

**2.11 Maximo Application Training Consulting**

Maricopa County wishes to receive additional training and on-site consulting for their users in the following areas:

- Preventive Maintenance focused consulting and training (dedicated day)
- Supervisor Maximo Training and Support (multiple 3 days on-site)
- Basic RulesManager training and development (s days)

# Monthly Trade Hours By Labor Code Report (EXHIBIT 1)

O&M DIVISION TRADE HOURS BY LABORCODE FOR SEPTEMBER 2004: WITHOUT STANDBY			
10/6/2004			
supervisor	laborcode	regularhrs	othrs
BARKER	DE JANS	186.00	0.00
	DE JENES	184.00	0.00
BARKER		370.00	0.00
BLACK	BAKERR	176.97	0.00
	BESTRADA	187.00	0.00
	COOKA	179.05	0.00
	DALEY	176.58	0.41
	DAVIS	176.61	0.00
	DEANGELI	180.36	0.00
	GAMBOA	152.00	0.00
	HENNESSE	184.00	0.00
	KBLAIR	187.00	0.00
	LAWRENCE	185.86	0.00
	MARTINEB	176.97	0.00
	OLVERAR	167.52	0.00
	RHODESE	178.32	0.00
	TORRESJR	179.26	0.00
	WALLACE	174.69	0.00
	WILSONT	185.50	0.00
BLACK		2,847.69	0.41
BROWNJ	AJONES	173.64	2.51
	BERUMEN	159.08	0.00
	DCOMBEST	165.04	0.00
	DMEISSNE	170.13	11.29
	DMORROW	176.42	0.00
	ESPOSITO	115.89	0.02
	JARAMILL	135.81	9.95
	JOHNSONA	178.62	0.00
	KNAPPH	177.36	0.00
	KOLSON	176.20	0.00
	LAURETAJ	169.88	0.00
	LOWE	178.91	0.36
	LRICHARD	169.03	0.00
	MCCAWLEY	167.36	0.00
	MCKLVEEN	132.65	0.00
	OSTLERR	167.99	0.28
	RODRIGUE	125.96	6.15
	RTORRES	146.14	7.80
	SGILMORE	168.26	0.00

# Monthly Trade Hours By Task Report (EXHIBIT 2)

10/6/2004

## O&M DIVISION - TRADE HOURS BY TASK FOR SEPTEMBER 2004:

supervisor  
BARKER

transtype	laborcode	regularhrs	othrs
ADMOMR			
	BEVANS	32.50	0.00
ADMOMR		32.50	0.00
COMMEET			
	BEVANS	7.50	0.00
COMMEET		7.50	0.00
ERPM			
	BEVANS	97.50	0.00
ERPM		97.50	0.00
EUUD			
	BEVANS	40.50	0.00
EUUD		40.50	0.00
HOL			
	BEVANS	8.00	0.00
	WEGENERR	8.00	0.00
HOL		16.00	0.00
ISP			
	WEGENERR	22.50	0.00
ISP		22.50	0.00
PTO			
	WEGENERR	2.50	0.00
PTO		2.50	0.00
RSP			
	WEGENERR	149.00	0.00
RSP		149.00	0.00
SBI			
	WEGENERR	2.00	0.00
SBI		2.00	0.00
BARKER		370.00	0.00

BLACK

ADMHSK			
	WILSONT	22.50	0.00
ADMHSK		22.50	0.00
ADMOMR			
	BAKERR	16.01	0.00
	COOKA	15.55	0.00
	DEANGELI	16.82	0.00

# FMD Services By Work Type & MFR Codes Report (EXHIBIT 3)

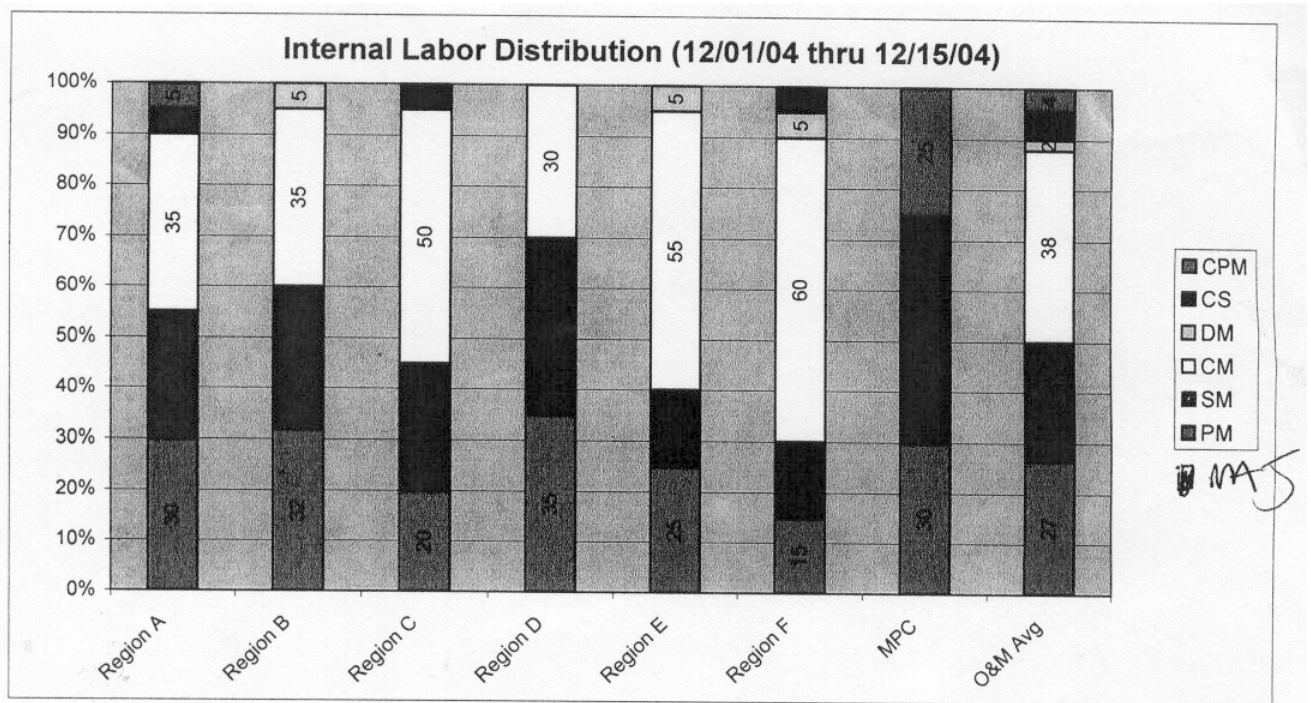
## FMD Services by WORKTYPE

9/1/2004 - 9/30/2004

10/6/04

2871	5	3.50		66.98		0.00		66.98	SUB-TOT
3301	15	18.68		345.67		180.25		525.92	SUB-TOT
3302	3	7.43		141.55		144.28		285.83	SUB-TOT
3303	24	33.00		624.23		862.85		1,487.08	SUB-TOT
3305	37	61.78		1,155.95		1,083.37		2,239.32	SUB-TOT
3307	2	2.00		37.56		50.66		88.22	SUB-TOT
3308	1	10.78		205.47		129.96		335.43	SUB-TOT
3309	30	72.62		1,354.81		451.99		1,806.80	SUB-TOT
3310	16	19.97		367.67		155.56		523.23	SUB-TOT
3311	5	5.35		99.34		46.22		145.56	SUB-TOT
3316	2	3.68		70.88		35.34		106.22	SUB-TOT
3317	1	11.55		220.16		279.04		499.20	SUB-TOT
3320	2	3.33		61.25		2.74		63.99	SUB-TOT
3401	2	2.20		42.24		20.86		63.10	SUB-TOT
4137	5	7.60		141.48		22.69		164.17	SUB-TOT
4157	4	19.50		363.06		2.74		365.80	SUB-TOT
INPRG	18	60.67	TOT. HRS	1,150.40	TOT. LABOR COST	1,676.06	TOT. MATL. COST	\$ 2,826.46	TOTAL \$ 157.03 AVE. COST
0309	1	11.47		213.47		33.66		247.13	SUB-TOT
1603	1	0.97		17.99		0.00		17.99	SUB-TOT
1613	1	0.95		21.59		0.00		21.59	SUB-TOT
1715	1	5.55		104.63		47.14		151.77	SUB-TOT
2029	1	1.10		20.48		121.07		141.55	SUB-TOT
2871	4	5.72		108.31		234.72		343.03	SUB-TOT
3301	1	0.88		16.44		0.00		16.44	SUB-TOT
3309	6	8.22		155.69		0.00		155.69	SUB-TOT
3315	1	25.82		491.80		1,239.47		1,731.27	SUB-TOT
4157	1	0.00		0.00		0.00		0.00	SUB-TOT
MFR	2								
COMP	1	8.68	TOT. HRS	202.00	TOT. LABOR COST	2.49	TOT. MATL. COST	\$ 204.49	TOTAL \$ 204.49 AVE. COST

## Internal Labor Distribution (EXHIBIT 4)

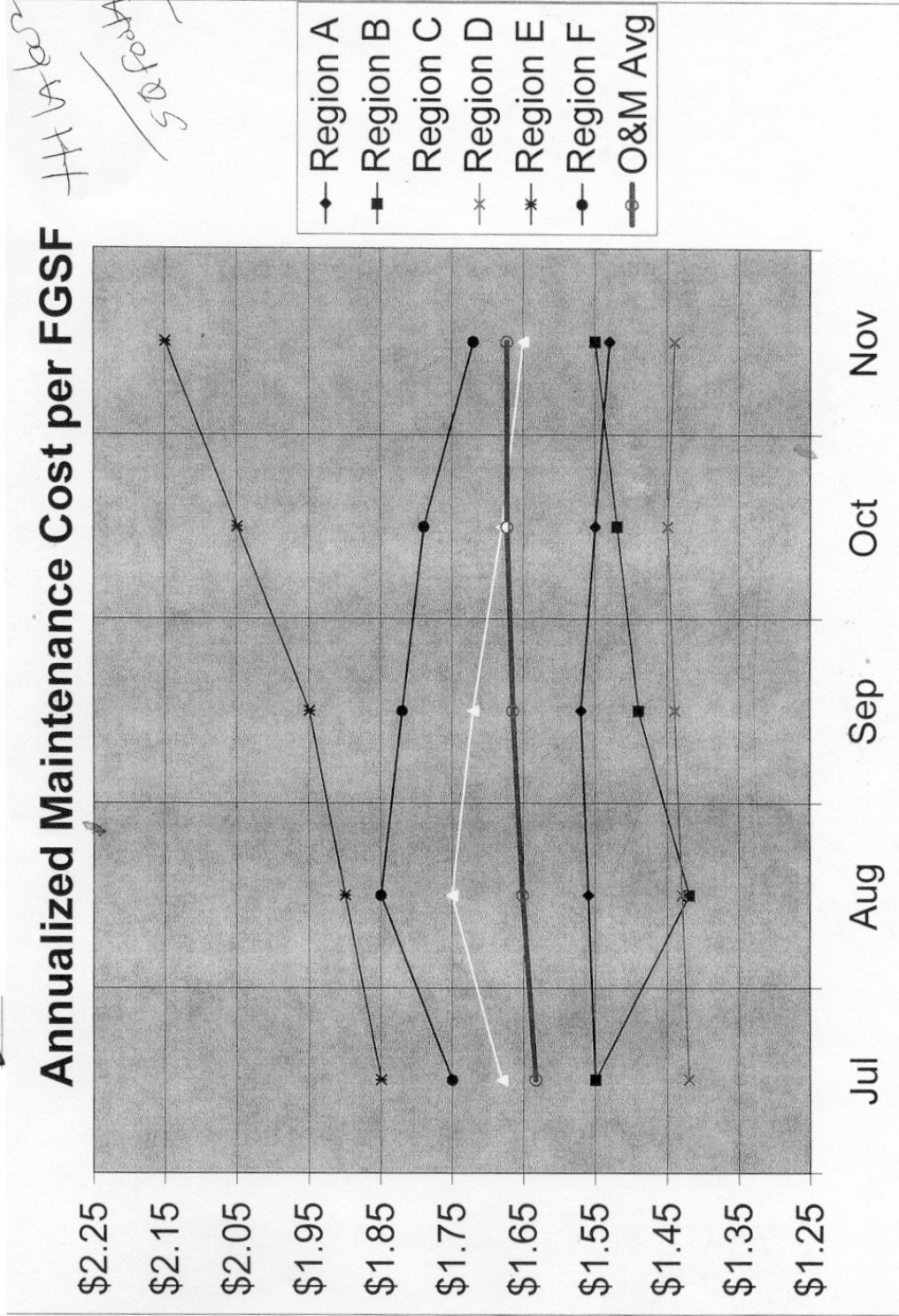


Stacking Bar Charts that would summarize data from Labor Distribution Report



# Annualized Maintenance Cost Per FGSF (EXHIBIT 5)

*Exhibit 5 Materials*  
*HH A based on 1994 for*  
*5000000*



**TOTAL RESOURCE MANAGEMENT INC, 510 KING STREET SUITE #300, ALEXANDRIA, VA 22314**

**S076707 / B0604208 / NIGP 92040**

Terms:	2% 10 days net 30
Vendor Number:	<b>W000004688 X</b>
Telephone Number:	703/548-4285
Fax Number:	703/548-3641
Contact Person:	<b>Guy Griffin</b>
E-mail Address:	<a href="mailto:Guy.Griffin@trmnet.com">Guy.Griffin@trmnet.com</a>
Company Web Site:	<a href="http://www.trmnet.com">www.trmnet.com</a>
Certificates of Insurance	Required
Contract Period:	To cover the period ending <b>May 31, 2007.</b>